

JULIAN MERCER

PRODUCT OPERATIONS MANAGER

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercerc

PROFESSIONAL SUMMARY

Product Operations Manager with 9+ years of experience building planning, insight, launch, and tooling systems at Salesforce, Uber, and Adobe. Improves decision quality and execution speed across product organizations without adding unnecessary process.

PROFESSIONAL EXPERIENCE

Product Operations Manager Salesforce, San Francisco, CA

Jun 2021 - Present

- Designed quarterly planning for 14 product teams and a \$180M portfolio, increasing committed-roadmap delivery from 72% to 91% across subsequent roadmap reviews.
- Built a unified customer-insight taxonomy across Research, Support, Sales, and Success, reducing duplicate analysis 38% and surfacing 23 roadmap decisions.
- Standardized launch readiness across Product, Engineering, Marketing, Enablement, and Support, cutting critical launch misses 44% for the next planning cycle.
- Automated portfolio reporting in Jira and Tableau, saving product leaders 320 hours per quarter and improving data completeness to 97% at scale.
- Established operating reviews and decision logs that reduced unresolved cross-team dependencies from 64 to 19 in two quarters without weakening customer guardrails.
- Rolled out a product-manager onboarding program used by 46 hires, reducing time to independent roadmap ownership by three weeks across priority product workflows.
- Introduced portfolio health reviews covering capacity, dependency risk, and adoption, giving leaders one weekly operating view across 11 teams.

Senior Product Operations Lead Uber, San Francisco, CA

Apr 2018 - May 2021

- Coordinated marketplace product launches across 11 cities, improving local readiness 26% and reducing first-week escalations 31% with clear accountable follow-through.
- Created intake and prioritization for 600 quarterly field requests, raising on-time triage from 58% to 94%.
- Built experiment and rollout playbooks adopted by eight squads, reducing duplicated test setup 35%.
- Partnered with Analytics on product health scorecards that shortened issue escalation from four days to one day.
- Facilitated retrospectives for 34 releases and converted recurring failures into six organization-wide operating standards.
- Built a product-feedback taxonomy and routing SLA that cut median time from customer signal to owner assignment by 58%.

Business Operations Analyst Adobe, San Jose, CA

Jul 2015 - Mar 2018

- Analyzed product investment and capacity across a 90-person organization, informing a 12% reallocation toward retention work across subsequent roadmap reviews.
- Introduced monthly voice-of-customer reporting across 8,400 feedback records and six product lines.
- Documented release governance and ownership, reducing approval cycle time 22% while maintaining compliance controls.
- Built a capacity-planning model that improved forecast accuracy from 74% to 89% across four quarterly planning cycles.

CORE SKILLS

Product operations | Quarterly planning | Portfolio management | Launch operations | Customer insights | Process design | Operating reviews | Change management | Jira | Confluence | Tableau | SQL | Automation | Stakeholder coordination | Product analytics

EDUCATION

B.S. in Industrial Engineering, Purdue University, West Lafayette, IN

CERTIFICATIONS

Prosci Change Management Certification | Certified Scrum Product Owner (CSPO) | Tableau Desktop Specialist